



## WE ARE WORKING TO HELP MAKE THE INFRASTRUCTURE INDUSTRY A **SAFER PLACE**

Utility workers, civil, and transport workers, may be exposed to violence and aggression from the public or other workers. This can lead to physical harm, increased absenteeism, and decreased job satisfaction.

We work with them to recognise the dangers and implement strategies to eliminate or reduce the impact. We do this by providing you with comprehensive training solutions that ensure you and your staff are equipped to manage and respond to incidents of occupational violence and aggression.

### HOW DO WE DO THIS?

We have 5 proposed learning outcomes from each session of our fully **customisable** courses to help us create safer workplaces.



1. Understanding the concepts and application of situational awareness in current roles
2. Confirming the process for dealing with situations identified as having risk
3. Understand and apply concepts of planning and tactics for high risk activities that follow policy and procedures to make your work place compliant
4. Understanding and applying de-escalation skills to prevent incidents from occurring
5. Running scenario based incidents that empower staff to feel safer at work